

Wireless Call Trace Procedure

Version 1.9



Prepared by:

Systems

3/7/06

Revised

1/05/09

Purpose of Document

The following document establishes a procedure for obtaining tower or subscriber information for wireless 9-1-1 calls. This procedure may be used in the event the caller has been disconnected and is believed to be in an emergency situation where the billing information (often the home address) may provide the location of the caller. For example, a call is received where a person is screaming hysterically and then is suddenly disconnected. If the dispatcher is unable to reach the caller by using the call back number they may choose to use this procedure. Following this procedure, a dispatcher can use the callback number provided on the ALI screen to obtain the home address of the person who owns that phone in hopes of obtaining further information on where the caller may be located.

Definitions

This policy applies only to wireless 9-1-1 calls and not wireline 9-1-1 calls. For the purposes of this document, the terms below are defined as follows;

Subscriber Information Number: This number will provide you with subscriber name, billing address, home number, and other identifying information. In the event the Subscriber Information Number listed in this policy is not correct, contact the NOC to obtain a contact number for subscriber information. Please notify S911D for update of this document.

NOC Number: This number will provide you with tower location information. The NOC **CANNOT** provide subscriber information. The NOC generally provides cell tower information only. The NOC should be able to provide a contact for subscriber information should these numbers change. The NOC number is also provided on the ALI screen.

Procedure

The procedure for obtaining tower or subscriber information differs for each wireless carrier. Each wireless carrier does require that a written request be faxed to them after first calling with a verbal request. The S911D and State Police, with the cooperation of all wireless carriers in Massachusetts, have created a universal form (attached) to use when requesting tower and subscriber information from all wireless carriers named "Wireless Subscriber Information Request Form". You should complete and forward this form to the appropriate wireless carrier when requesting tower/subscriber information.

The phone number displayed on the Automatic Location Identification (ALI) screen is the carrier's Network Operations Center (NOC) contact number. The NOC cannot provide subscriber information. If for some reason you cannot reach the appropriate person at the Subscriber Information Number listed below, the NOC should provide you with a contact number that you can call for subscriber information. In a case where the

ALI screen does not provide cell location/face information, you should contact the NOC number for assistance.

In some instances you may get ALI information for a wireless carrier that is not the subscriber's carrier. The FCC requires carriers to accept calls from any other carrier's subscriber base during a 9-1-1 call. Due to this 9-1-1 feature, the S911D recommends you first call the Customer Care Center (CCC) (800) 391-1435 with the callback number to verify the carrier information. The CCC has live access to a mobile telephone database and can lookup most callback numbers. If the lookup is successful, the CCC will provide the appropriate subscriber information number for that carrier. Once the carrier has been verified by the CCC, you may proceed with the call trace procedure.

***Please note that the carriers are not obligated to provide subscriber information within a specified time period and therefore do not guarantee a timely response. Escalation Contacts are provided below for the purpose of reporting problems with obtaining Call Trace information.**

The following are technical issues that may cause problems with obtaining call trace information.

(1) FCC regulations require all wireless carriers to complete 9-1-1 calls even if the call is originating from different wireless carriers phone. Therefore it is possible to have a Verizon customer reach the call center via a Cingular tower. The ALI screen would display Cingular as the carrier even though it's a Verizon customer.

(2) Inactive phones cannot be traced. Inactive phones are ones that do not have normal calling capabilities, but due to FCC regulations, wireless carriers must complete the call. Due to the inactive nature of these phones, however, it is impossible for a wireless carrier to provide subscriber information. Inactive phones will typically be sent with an area code of (911) followed by a random 7 digit code (xxx-yyyy).

(3) "Throw Away" or disposable phones, and some pre-paid account phones cannot be called back or traced because there isn't any subscriber information associated with the phone.

If faced with one of these situations, follow one of the following procedures:

Phase I or Phase II– ALI screen displays the carrier name without cell site data (a.k.a. Carrier Shell Record).

Call the NOC number listed on the ALI screen to obtain Phase I data and to determine the reason for/report Phase I ALI failure.

**Phase 0 – Phone number only is displayed or Phase 1 – ALI screen displays
“No Record Found”, “No ALI Received Yet”.**

Call the CCC (800) 391-1435 for assistance in determining which carrier the number belongs to. Once you have the wireless carrier name, call either the subscriber information number or the NOC number depending on the type of information needed.

Shell Record Example

WPH1 14:53 07/01
COID=
VERIZON WRLS 1-800-242-7622
LOC INFO & CALLBK NOT AVAILABLE

ESN=604 MTN:
LAT: LON:
ELV:+0000 COF: COP:

REGION 4 POLICE
REGION 4 FIRE
REGION 4 EMS

AT&T / AWS

AT&T is now Cingular Blue. Use Cingular contact number listed below.

Cingular / Cingular Blue

Subscriber Information Number available 24 hrs – (800) 635-6840 “Option 4”

Subscriber Information Number after hours - N/A
NOC # (866) 915-5600

Fax number for Wireless Subscriber Information Request Form (888) 938-4715

Escalation Contact – John Garner (601) 209-8201
john.garner@cingular.com

- * The Call Trace Group explicitly asked to get a phone call before faxing the Wireless Subscriber Information Request Form to ensure someone is aware of the request.
- * If you need to call the NOC for an updated Subscriber Information Number, ask to speak with a manager.

Metro PCS

Subscriber Information Number available 24 hrs – (800)-571-1265 “Option 1”
Subscriber Information Number after hours - N/A

Fax number for Wireless Subscriber Information Request Form (972)-860-2635

Nextel

Nextel has officially merged with Sprint. Please use the Sprint Subscriber Information Number listed below when requesting information for Nextel subscribers.

Pocket Communications

Subscriber Information Number- N/A This carrier sells minutes only.
Subscriber Information Number After hours- N/A
NOC # 210-447-1280

Sprint

Subscriber Information Number available 24 hrs – (888) 877-7330 “Option 1”
Subscriber Information Number after hours – N/A
NOC # (888) 859-1400

Fax number for Wireless Subscriber Information Request Form (913) 315-0736

Escalation Contact – Paul Taylor – (913) 315-7652
paul.w.taylor@sprint.com

*Sprint will release information before receiving the Request form. They prefer to fax the form to the PSAP and then have it faxed back to ensure it's for an official request.

All hours listed are Eastern Standard Time, Monday thru Friday

STI Mobile

Subscriber Information Number available 09:00 – 24:00 M-F (718) 358-5390 x 2211
Subscriber Information Number after hours – None available.
NOC # (888) 859-1400 (STI uses Sprints network)

Fax number for Wireless Subscriber Information Request Form (718) 358-4625

*STI doesn't offer any call trace assistance after hours.

T-Mobile / VoiceStream

Subscriber Information Number available 08:30 – 17:30 M-F (973) 292-8911

Subscriber Information Number after hours – (973) 292-8911 “Option 4”

NOC # (888) 662-4662

Fax number for Wireless Subscriber Information Request Form (973) 292-8697

Escalation Contact – Ray MacDonald (973) 292-8902

raymond.macdonald@t-mobile.com

* The NOC number listed is answered 07:00 – 19:00 M-F. After hours, your call will automatically roll over to a backup center at (973) 490-3200.

TracFone

Subscriber Information Number available - 08:00 – 18:00 M-F (800) 820-8632

Subscriber Information Number after hours – (800) 820-8632. Same number as above however a different group answers the call. You should get a live person according to TracFone.

Fax Number for Wireless Subscriber Information Request Form (305) 715-6932

*TracFone is a reseller for many carriers. Therefore they do not have a NOC number. If network information is needed, you will first have to contact TracFone to determine which carrier that particular customer has been resold from. You will then have to contact the NOC for the carrier that is supporting that particular phone.

All hours listed are Eastern Standard Time, Monday thru Friday

Verizon

Subscriber Information Number available 24 hrs – (800) 451-5242 “Option 4”

Subscriber Information Number after hours – N/A

NOC # (800) 852-2671

Fax number for Wireless Subscriber Information Request Form (888) 667-0028

Escalation Contact – Alice Brennan – (908) 306-7564

alice.brennan@verizonwireless.com

Virgin Mobile

Subscriber Information Number available 09:00 – 17:30 M-F (908) 607-4119 “Option 6”

Subscriber Information Number after hours – (866) 868-6622

NOC # (866) 868-6622

Fax number for Wireless Subscriber Information Request Form (908) 607-4205

All hours listed are Eastern **Standard** Time, Monday thru Friday